1. **Schedules – Technical**
   1. **Compliance**

(\* Please tick the appropriate.)

[ ] I/We confirm that our proposal comply fully with the required specifications of this Attachment.

[ ] I/We confirm that our proposal does not comply fully with the required specifications of this Attachment, in the following aspects:

Please include a detailed explanation of features/functions you can offer. Please also provide details on additional features or functions, exclusive of specified needs that may be requested, that may provide a distinct value to the company.

* 1. **Reporting**

(\* Please tick the appropriate.)

[ ] I/We confirm that our proposed solution is equipped with a reporting tool

or a business intelligence tool.

[ ] I/We confirm that our proposed solution is NOT equipped with any reporting tool

nor any business intelligence tool.

Please include a detailed explanation of features/functions you can offer.

* + 1. **Cloud infrastructure**

Suppliers shall be responsible for provisioning required compute infrastructure (server/virtual machines), storage for hosting required applications. Proposal should be provided on the cloud infrastructure for efficient and effective delivery of services as contemplated under this tender document includes built-in high availability of the cloud management infrastructure. The physical location of the data center should be in Hong Kong.

* + 1. **Risk Management**

Suppliers are required to submit the followings and state your proposed approach for risk management including but not limited to the following aspects. The evaluation will be conducted accordingly.

1. Contingency plan:

The contingency plan shall include the following information

(a) the arrangement for emergency situations such as suspension/interruption of system operation.

(b) the availability of additional resources during contingency or emergency situations, the level of support and resources available at times of emergency.

1. Disaster recovery plan:
2. Transaction Data Backup:
3. System Backup:
4. Resilience:
5. Security:
6. Personal Data Handling: (Please describe the experience in handling data exposure and leakage incidents if applicable)
7. Other risk factors:
8. Stress Test and Drill Test Plan:
   1. **Data Migration approach with plan and Database structure**

Please describe your proposed data migration in two levels:

i. current Implementation: data in excel files and

ii. Scalability: data from other systems (please make an assumption)

Please describe your Database structure design

* 1. **Documentation and Deliverables**

Please state if the following documentation/deliverables will be provided:

|  |  |
| --- | --- |
| **Documentation/ Deliverables** | **Comply (Yes/ No)** |
| Project Initiation Document |  |
| System Requirement Specification/Gap Analysis Report |  |
| Architecture Design |  |
| Functional Specification |  |
| Technical Specification |  |
| API/Interface Specification |  |
| System Configuration Specification |  |
| Development Environment Specification |  |
| User Acceptance Test Plan with test cases |  |
| User Manual |  |
| Application Operation Manual |  |
| Backup Plan |  |
| Disaster Recovery Plan & Procedures |  |
| Disaster Recovery Drill |  |
| User Training |  |
| System Nursing |  |
| System/Application source code and/or tailor/customized source code |  |

Please state the documentation/deliverables other than those listed above

* 1. **Project Management Methodology**

Please describe the project management methodology which will be adopted and state how it will affect the project management of this project.

* 1. **Project Schedule**

It is a requirement that the Project (from Project Commencement to System Nursing) is to be completed within 10 months.

The entire system would be deployed in three phases. The month of signing the tender awarded document by both HKCSS and the suppler will be described as Month 0. The tender project duration should be finished on or before Month 10.

For Phase 1, it should be completed before Month 2

For Phase 2, it should be completed before Month 6

For Phase 3, it should be completed before Month 10

Modules in Phase 1

Only Public Website with Content Management System (CMS)

Modules in Phase 2

Supplier and NGOs Portal

Members Management module

Knowledge Items module

Modules in Phase 3

Event Management module

System completion with roll out of Enquiry Case Management module with Referral mechanism

Please provide the project schedule by Month Number, e.g. Month 1 is the 1st month since the formal project commencement.

|  |  |  |  |
| --- | --- | --- | --- |
| # | Major task/ milestone | From  (Month No.) | To  (Month No.) |
|  | Project Initiation |  |  |
|  | Gap Analysis/User Requirement Collection/SRS signoff |  |  |
|  | Solution Design/SDD signoff |  |  |
|  | Phase 1 |  |  |
|  | System Installation/ Customization/ Solution Development |  |  |
|  | System Test/ System Integration Test |  |  |
|  | User Acceptance Test/ UAT signoff |  |  |
|  | Data Migration |  |  |
|  | User Training |  |  |
|  | Trail/ Pilot Run/ Review |  |  |
|  | Phase 2 |  |  |
|  | System Installation/ Customization/ Solution Development |  |  |
|  | System Test/ System Integration Test |  |  |
|  | User Acceptance Test/ UAT signoff |  |  |
|  | Data Migration |  |  |
|  | User Training |  |  |
|  | Trail/ Pilot Run/ Review |  |  |
|  | Phase 3 |  |  |
|  | System Installation/ Customization/ Solution Development |  |  |
|  | System Test/ System Integration Test |  |  |
|  | User Acceptance Test/ UAT signoff |  |  |
|  | Data Migration |  |  |
|  | User Training |  |  |
|  | Trail/ Pilot Run/ Review |  |  |
|  | System Live Run/Project Completion |  |  |
|  | System Nursing |  |  |

* 1. **Payment Schedule**

Payment will be made upon the acceptance of the whole Project/all required deliverables in each milestone. Supplier must follow the payment schedule described below:

|  |  |
| --- | --- |
| **Milestone** | **Percentage of Contract Sum** |
| Initial Payment (completion of Project Initiation Document) | 20 |
| Upon Solution Design/ SDD signoff | 10 |
| User Acceptance Test signoff for Phase 1 | 10 |
| System Live Run for Phase 1 | 10 |
| User Acceptance Test signoff for Phase 2 | 10 |
| System Live Run for Phase 2 | 10 |
| User Acceptance Test signoff for Phase 3 | 10 |
| System Live Run for Phase 3 | 10 |
| Project Completion | 10 |

* 1. **System Support and Maintenance**

Suppliers are to make proposals regarding long-term system support and system maintenance. It is an optional item as stated in the 10.1 Quotation Breakdown. Although such services are to be handled separately from this Tender, the offers would be marked and counted during the evaluation of this Tender. HKCSS reserves the rights to subscribe to the service in this connection with the terms and conditions as described by the Suppliers after the implementation finished and project closed. Please describe the scope of services and service level for the system support and maintenance in the following aspects:

1. System Support and Maintenance
2. Helpdesk services:

(Service hours, Response time of calls should be specified.)

1. Bug-fixing:
2. Free version upgrade and installation of bug-fixing patches, and the corresponding documentation:
3. Refreshment courses on how to use the System:
4. Offers regarding out-scope services:
5. On-site support services:
6. Infrastructure Managing Service

Please describe the scope of services and service level for the system support and maintenance in the following aspects but not limited to the items for Cloud administration, data backup monitoring, disaster recovery drill, system recovery, DNS server hosting, SSL installation)

In addition, the following information shall be proposed by the supplier with his own judgment and assumption made based on the requirements of this tender.

|  |  |  |
| --- | --- | --- |
|  | Aspect | Detailed Descriptions |
| i | Name of Public Cloud Operator |  |
| ii | Address of the data centre |  |
| iii | Hosting Plan |  |
| iv | Specification of the Public Cloud Services – VM as servers: the number of CPU core and memory in GB per VM |  |
| v | Specifications of the Public Cloud Services providing storage or backup or replication service: Number of GB per unit of the proposed Item of Cloud Service |  |
| vi | Hosting Plan |  |
| vii | Functions to be fulfilled by the proposed Item (please identify the applicable description as specified in the |  |

* 1. **Free Warranty Period**

The free warranty period starts counting after the completion of the project, i.e., end of system nursing for 12 calendar months

* 1. **Reference Projects**

Please list your reference projects in the table below and provide supplementary details if relevant.

|  |  |  |  |
| --- | --- | --- | --- |
| # | System/ Project Name | Client | Supplementary |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

* 1. **Company Profile & Resume of Major Project Team Members**

Please supply the resumes of the major project team members, including but not limited to the Project Director and Project Manager.

* 1. **Validity of Offer**

The valid period of the Proposal is start counting after Tender Closing date for \_\_\_\_\_\_ calendar days (not less than 90 calendar days).

1. **Schedules – Price**
   1. **Quotation Breakdown**

|  | **Item** | **Unit of Measure** | **Quantity** | **Unit Price** | **Total Price** |
| --- | --- | --- | --- | --- | --- |
|  | Software License |  | | | |
| 1.1 | Proprietary Software |  |  |  |  |
| 1.2 | Database (if applicable) |  |  |  |  |
| 1.3 | others (if applicable) |  |  |  |  |
|  | Security Risk Assessment & Audit (SRAA) |  |  |  |  |
|  | Professional Services |  | | | |
|  | Project Manager |  |  |  |  |
|  | System Analyst |  |  |  |  |
|  | Programmer or equivalent |  |  |  |  |
|  | UI Designer or equivalent |  |  |  |  |
|  | Cloud Solution |  | | | |
|  | Setup of servers |  |  |  |  |
|  | Server Charges (for Application and Database) |  |  |  |  |
|  | Storage for data backup |  |  |  |  |
|  | Managing services  (include installation, administration, data backup monitoring, disaster recovery drill, system recovery, DNS server hosting, SSL installation) |  |  |  |  |
|  | Others |  |  |  |  |
|  | **Total:** |  |  |  |  |
|  |  |  |  |  |  |
|  | **Optional Items:** |  |  |  |  |
| **1.** | Source Code |  |  |  |  |
| 2. | System Support and Maintenance: |  | | | |
| 2.1 | System Maintenance  (refer to Section 9.10A below) |  |  |  |  |
| 2.2 | Infrastructure Managing Service (refer to section 9.10B below)  (for Cloud administration, data backup monitoring, disaster recovery drill, system recovery, DNS server hosting, SSL installation) |  |  |  |  |
| 3 | Out of scope change request |  | | | |
| 3.1 | Workflow modification |  |  |  |  |
| 3.2 | Each additional report |  |  |  |  |

Remarks:

* Unit of Measure can be one of the followings:
  + Per named user
  + Per concurrent user
  + Per server
  + Per processor
  + Per instance
  + Per man-day
  + Per report/ function/ module
  1. **Maintenance Fee:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Item (**after the 12-month free warranty provided by Supplier) | **Unit of Measure** | **Quantity** | **Unit Price** | **Total Price** |
|  | Annual Maintenance Fee for 1st year |  |  |  |  |
|  | Annual Maintenance Fee for 2nd year |  |  |  |  |
|  | Annual Maintenance Fee for 3rd year |  |  |  |  |
|  | Annual Maintenance Fee for 4th year |  |  |  |  |
|  | Annual Maintenance Fee for 5th year |  |  |  |  |